



THE Planning Survey 16

The world's largest survey of planning software users

This document is a specially produced summary by BARC of the headline results for

Infor





Peer group
Software generalists

1. Top ranked in

- Business benefits
- Project success
- Implementer support
- Integrated planning
- Reporting/analysis functionality
- Flexibility
- Self-service
- Competitive win rate
- Price-to-value

2. Leader in

- Vendor support
- Customer satisfaction
- Planning functionality
- Ease of use
- Agility

Peer group
Global vendors

2. Leader in

- Business benefits
- Implementer support
- Integrated planning
- Reporting/analysis functionality
- Self-service
- Competitive win rate

Peer group
Flexible planning solutions

2. Leader in

- Self-service
- Considered for purchase



Summary

Infor achieves good results in many important KPIs in this year's Planning Survey, including some notable wins over its global rivals in the 'business benefits', 'project success' and 'price-to-value' KPIs. Companies can benefit from using Infor as a planning and BI tool and therefore 74 percent of customers say they are "somewhat satisfied" or "very satisfied" with Infor.

THE Planning Survey 16 Infor top ranks



Top ranked
in
Business benefits
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Competitive win rate
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Flexibility
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Implementer support
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Integrated planning
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
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Price-to-value
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Project success
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Reporting/Analysis functionality
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

Top ranked
in
Self-service
*Peer group
Software generalists*

| **PLANNING SURVEY 16**

The Planning Survey 16 is based on findings from the world's largest and most comprehensive survey of planning end-users, conducted from November 2015 to January 2016. In total, 1,245 people responded to the survey with 927 answering a series of detailed questions about their usage of a named product. Altogether, 13 products are analyzed in detail.

The Planning Survey 16 examines planning and budgeting product selection and usage among users in categories (KPIs) including business benefits, project success, recommendation, planning functionality, flexibility, customer satisfaction and agility. There are 20 KPIs in total.

This document contains just a selection of the headline findings for Infor. It does not show all the KPI results and focuses mainly on the positive findings.

Infor overview

Infor is a US-headquartered global vendor of business software solutions with venture capital funding from Golden Gate Capital Partners. The company was founded in 2002, currently employs 13,000 people, has 153 offices in 41 countries and supports over 73,000 customers in around 200 countries. In its last fiscal year (2015), Infor had revenues of \$ 2.8 billion.

Infor offers a suite for BI and performance management, which is developed by around 150 people in Darmstadt, Germany, and Prague, Czech Republic. The product history of Infor BI, however, dates back long before 2002. Infor BI was initially developed by the German vendor MIS. The suite comprises various different products including Infor BI Application Studio (for building Web-based BI applications), Infor BI Office Plus (an add-in for Excel, Word and PowerPoint), Infor BI Dashboards (for building and administering dashboards for the Web and mobile devices) and Infor BI Designer (for modeling OLAP cu-

Infor customer responses

This year we had 38 responses from Infor users. 100 percent of them used Version 10.

bes). All components use the Infor BI OLAP Server, which stores data in multidimensional structures. Pre-defined BI and performance management applications are also available for various business functions and industries with Infor Dynamic Enterprise Performance Management (Infor d/EPM), including strategy management, budgeting, planning and financial consolidation.

Infor BI is a platform and multifaceted development environment for creating various kinds of BI and planning applications. Typically, tech-savvy and trained power users in business departments develop these tailored applications and provide them to end users, who generally access them via a Web browser or the Excel client as an interface. Centralized top down and decentralized bottom up planning approaches can be implemented with Infor BI. The vendor has no specific focus on particular planning topics (financials, sales, HR, etc.) or industries.

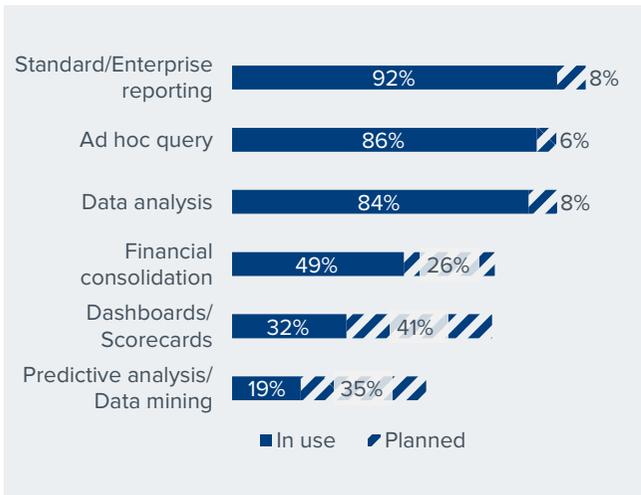
Versions used

n=38



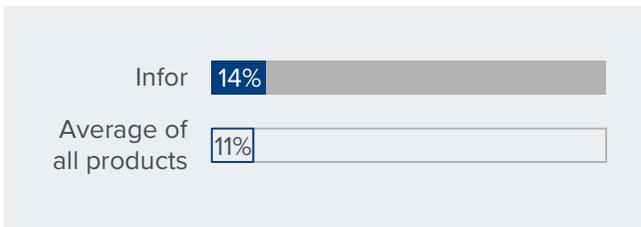
Current vs. planned use (besides planning)

n=37



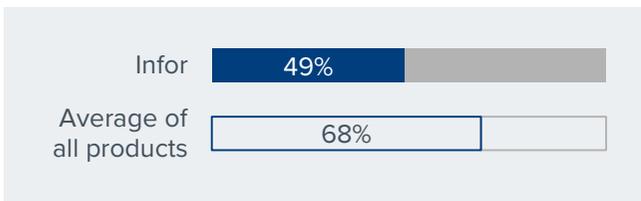
Percentage of employees using Infor

n=38



Percentage of planning users from all users

n=38



Total number of users per company

n=38



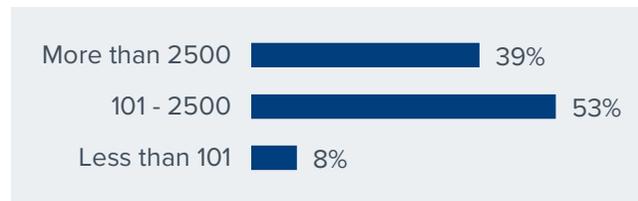
Planning users per company

n=38



Company size (employees)

n=38



User & use case demographics



Comment

Besides planning, standard reporting, ad hoc query and data analysis are the most common use cases with Infor BI. Building dashboard applications with the Infor BI Dashboards module is also on the agenda of 41 percent of our respondents, and 49 percent of respondents do financial consolidation with Infor BI.

Infor BI, especially Application Studio, is focused on business power users in mid-sized companies and large corporations across all industries. 92 percent of our sample came from companies with more than 100 employees. This is to some extent the result of Infor's previous strategy of selling its BI solutions to customers of its acquired ERP products such as Baan, Mapics and Lawson. The median Infor installation has 69 users (26 of them are planners) but the mean figure of 138 users (with 54 planning users) indicates there are quite a few larger accounts.

The KPIs

The Planning Survey 16 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

- Only measures that have a clear good/bad trend are used as the basis for KPIs
- KPIs may be based on one or more measures from The Planning Survey
- Only products with samples of at least 20 - 30 (depending on the KPI) for each of the questions that feeds into the KPI are included
- For quantitative data, KPIs are converted to a scale of 1 to 10 (worst to best)
- A linear min-max transformation is applied, which preserves the order of, and the relative distance between, products' scores.

The terms 'top-ranked' and 'leader' are used in the following KPI chart titles. 'Top-ranked' indicates first position. 'Leader' denotes the second position.

Peer Group Classification

The Planning Survey 16 features a range of different types of planning and budgeting tools so we use peer groups to help identify competing products. The peer groups have been defined by BARC analysts using their experience and judgment, with segmentation based on three key factors:

1. Flexibility - Is the solution development-oriented or does it provide plenty of predefined planning content (e.g. for financial planning)?
2. Specialization - is the vendor a performance management/planning specialist or a software generalist?
3. Geographical reach - does the vendor have a truly global reach or does it concentrate on the DACH region (Germany, Austria and Switzerland)?

Infor features in the following peer groups:

- Software generalists
- Global vendors
- Flexible planning solutions

Peer Groups Overview

Development-oriented planning solutions

Development-oriented solutions that allow customers to implement totally individual planning requirements

Flexible planning solutions

Planning solutions that are flexible but also provide predefined planning content (e.g. for financial planning)

Software generalists

Products from software generalists who have a broad portfolio including most (or all) types of business software

Performance management specialists

Products from performance management specialists whose sole focus is on planning and BI

DACH focused vendors

Products from vendors whose main focus is on the DACH region (Germany, Austria and Switzerland)

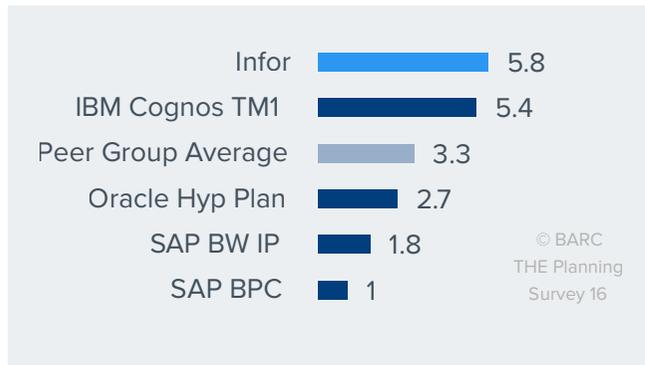
Global vendors

Products from vendors with a truly global sales and marketing reach

Business benefits – Top ranked



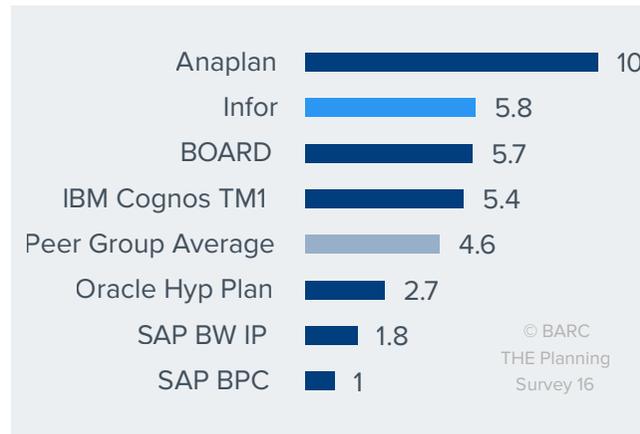
Peer group: software generalists



Business benefits – Leader



Peer Group: global vendors



Business benefits*



Viewpoint

Infor is top ranked in the ‘software generalists’ peer group for the business benefits customers achieve with the tool, beating big rivals like IBM, Oracle and SAP. Infor also does well in the ‘global vendors’ peer group. Improved integration of planning with reporting/analysis and increased transparency of planning were the main business benefits reported by respondents to our survey. Other benefits such as more precise/detailed planning, increased planning frequency/faster planning and better quality of planning results follow some way behind. Being an integrated platform for BI and planning, planning functionality is closely linked with functionality for reporting and analysis in one common data model and platform. Scalability for detailed planning models and workflow functionality to control planning processes are available.

* Based on the achievement level of a variety of business benefits.

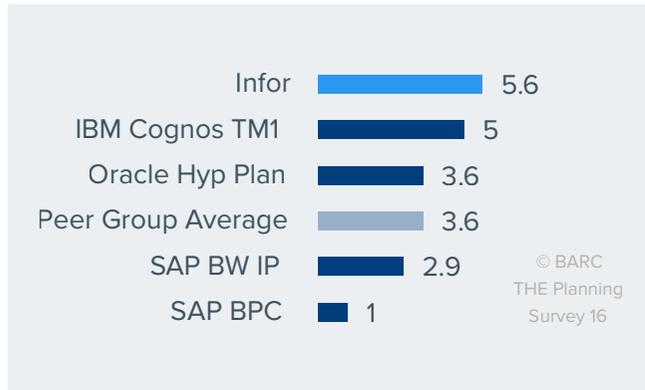


Project success

Project success – Top ranked



Peer group: software generalists



Project success*



Viewpoint

Infor's top rank in the 'software generalists' peer group indicates that projects are often completed on time and on budget. Customers are very satisfied with their planning projects because they often hit the project goals they originally set. Another key determinant for project success is Infor's vendor support, which is rated very positively.

* Based on the implementation satisfaction level and the frequency of projects completed on time and on budget.



Vendor support

Vendor support – Leader



Peer group: software generalists



Vendor support*



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Viewpoint

Infor's customers are largely satisfied with the level of vendor support provided for the product. With 153 offices in 41 countries worldwide, Infor has a global support network. Moreover, comprehensive partnerships with resellers and OEM partners worldwide extend this global support network even further. Technical support is available via telephone, website or remote, and business support is available from the Infor consulting team. There is also an online platform with a forum for registered users, as well as an annual customer event where users can exchange ideas and experiences.

* Measures user satisfaction with the level of vendor support provided for the product.



Implementer support

Implementer support – Top ranked



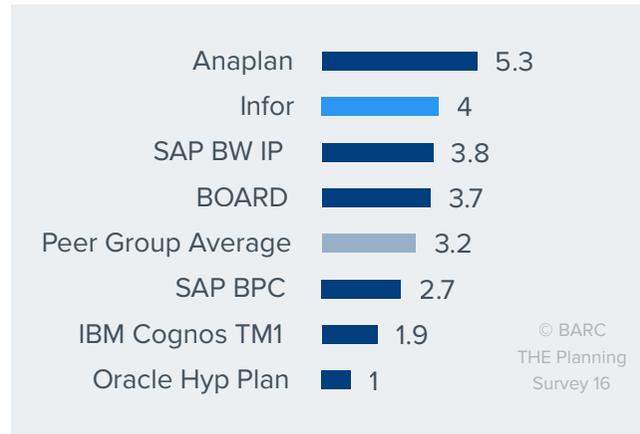
Peer group: software generalists



Implementer support – Leader



Peer Group: global vendors



Implementer support*



Viewpoint

Infor's implementing partners seem to do a good job in satisfying customers. Compared to global rivals like SAP, IBM and Oracle, implementer support is rated as excellent. More than 580 partners worldwide are listed on Infor's website. These partners offer local language support in most parts of the world, with some even supporting specific industry sectors. Certified partners offer local training for their customers.

* Measures user satisfaction with the level of the implementer's support for the product.



Customer satisfaction

Customer satisfaction – Leader



Peer group: software generalists



Customer satisfaction*



Viewpoint

‘Customer satisfaction’ is an aggregated KPI combining the results of the ‘product satisfaction’, ‘vendor support’ and ‘implementer support’ KPIs. Infor’s great results in the ‘vendor support’ and ‘implementer support’ KPIs lead to a strong showing in the ‘customer satisfaction’ KPI, where it outpaces software generalist competitors such as IBM and Oracle. Customer service and satisfaction are clearly very important to every vendor in this highly competitive market.

* Combines the ‘Product satisfaction’, ‘Vendor support’ and ‘Implementer support’ KPIs.

Planning functionality – Leader



Peer group: software generalists



Planning functionality*



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Viewpoint

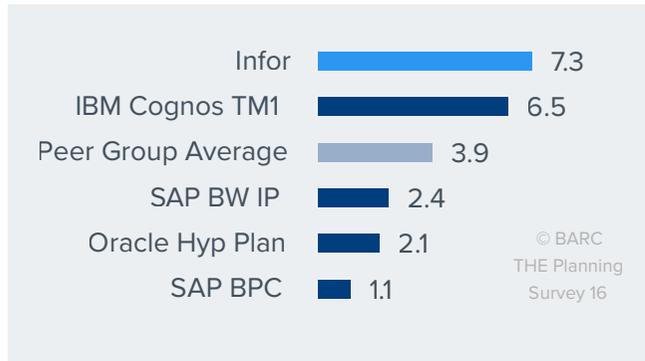
Infor BI is not an out-of-the-box BI and planning solution. Instead it provides a multifaceted development environment for building custom-tailored planning applications. Typically, these are developed by tech-savvy power users who build planning models and data input screens using pre-defined functional capabilities. Planners usually access planning applications via the Web or Excel. The solution supports centralized top down planning as well as bottom up approaches including functionality like data allocation, workflows and simulation. As a platform, Infor BI has no set focus on specific planning areas (such as financial, sales or human resources planning) or industries. Standard functionality is complemented by predefined planning applications with Infor's d/EPM offering.

* Based on how often the product was chosen for its coverage of planning requirements, and on the level of complaints about lack of planning functionality.

Integrated planning – Top ranked



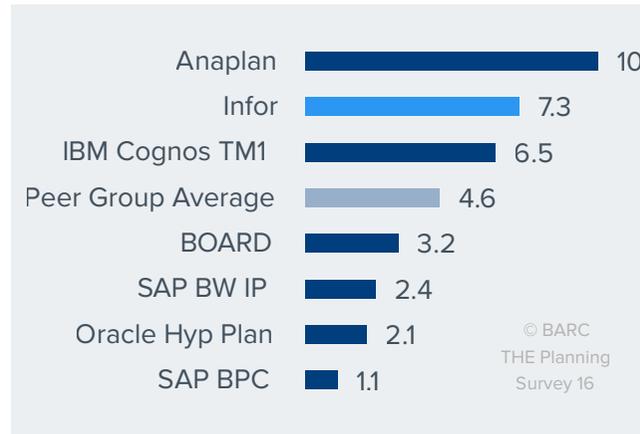
Peer group: software generalists



Integrated planning – Leader



Peer Group: global vendors



Integrated planning*



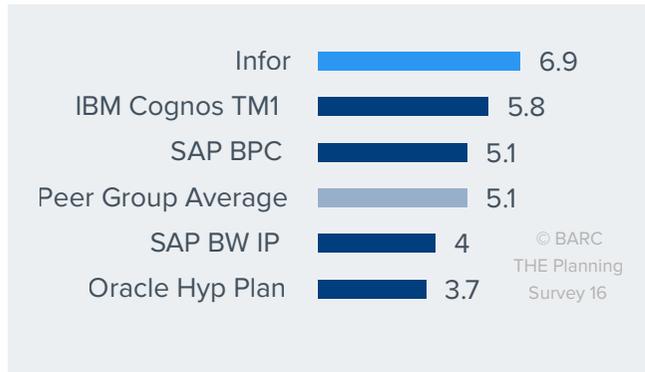
Viewpoint

Infor is top ranked for integrated planning in the ‘software generalists’ peer group. Compared to global rivals like IBM, SAP and Oracle, Infor is the only vendor offering an integrated single product for dashboards, reporting, analysis, planning and financial consolidation based on the same multidimensional data model. Furthermore, Infor’s flexibility means plans can be made at either a strategic or operational level, and different sub-budgets can be integrated with each other and the financial results planning. Furthermore, Infor provides business content created with its BI products. Infor d/EPM combines Infor BI as a platform with comprehensive application offerings including pre-defined data models, workflows, standard reports and analyses for various topics and industries. Since the Infor BI platform – in particular Application Studio – serves as the foundation for all applications, companies can extend these data models, user interfaces, reports and analyses as they wish.

* Based on how many sites currently integrate strategic and operational plans, and how many sites integrate different sub-budgets.

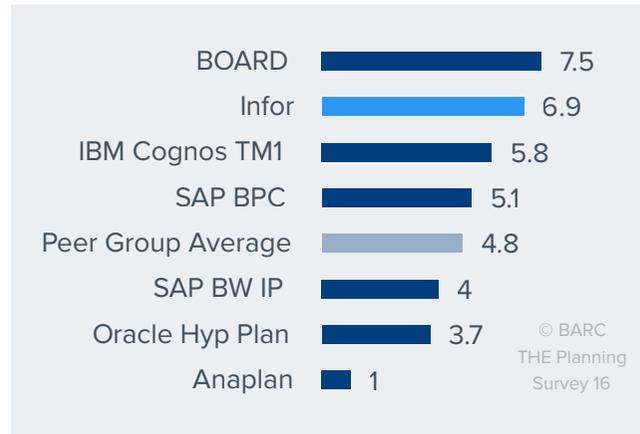
Reporting/analysis functionality – Top ranked

Peer group: software generalists



Reporting/analysis functionality – Leader

Peer Group: global vendors



Reporting/Analysis functionality*



Viewpoint

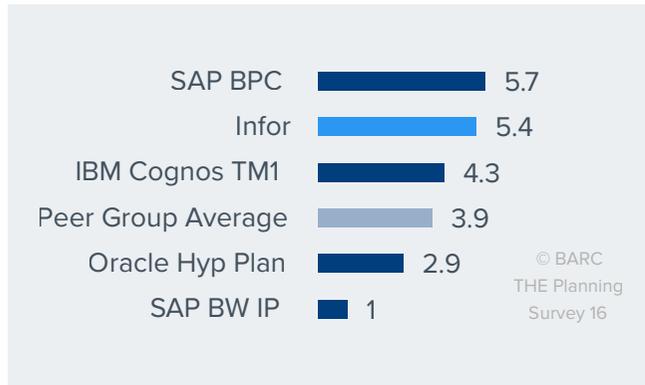
As Infor has an integrated platform for BI and planning, functionality for reporting, analysis and dashboarding is immediately available for actuals as well as plan data. Indeed, improved integration of planning with reporting/analysis is one of the main business benefits reported by Infor users in our survey. Infor BI Application Studio in particular offers good capabilities for implementing Web-based, guided ad hoc reporting with predefined interactivity. Reports can be formatted using Excel-like functionality in Application Studio's spreadsheet environment. With Infor BI Dashboards, users can build individual dashboards using drag-and-drop functions from a Web browser to meet their own requirements. For data analysis, Infor BI offers classic OLAP functions (e.g. drill down, roll up, slicing, dicing) in both Application Studio and Office Plus.

* Based on how often the product was chosen for its coverage of reporting and analysis requirements; and on the level of complaints about a lack of reporting and analysis functionality or a lack of integration with reporting and analysis.

Ease of use – Leader



Peer group: software generalists



Ease of use*



Viewpoint

According to respondents to our survey, Infor is much more user friendly than its rivals, especially IBM and Oracle. Infor BI is targeted at power users in business departments in mid-sized and large companies. Tech savvy and trained power users get a business user oriented, comprehensive and feature-rich development environment in which they can create individual BI and planning applications to meet the needs of individual users. This ability to build and deliver highly customized applications results in greater ease of use for planners.

* Based on how often the product was chosen for its ease of use for planners and developers of planning applications, and on the level of complaints about the software's ease of use.

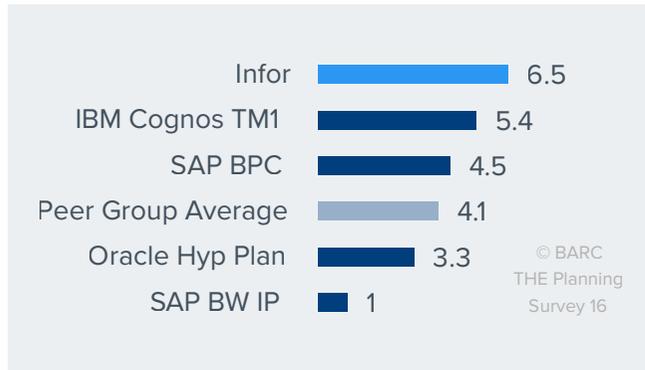


Flexibility

Flexibility – Top ranked



Peer group: software generalists



Flexibility*



Viewpoint

Flexibility is often cited as a reason why organizations select Infor BI. The platform provides a multifaceted development environment for building custom BI applications for dashboards, reporting, analysis, planning and financial consolidation to fulfil all its customers' requirements. Application Studio is considered one of the more flexible application-building tools on the market, enabling users to develop an impressive range of tailored applications. Centralized top down and decentralized bottom up planning approaches can be implemented with Infor BI, and the vendor has no particular focus on any one planning topic (financials, sales, HR, etc.) or industry sector. Furthermore, complaints about user flexibility post-implementation are rare. Therefore, Infor is unsurprisingly top ranked in the 'software generalists' peer group for flexibility.

* Based on how often the product was chosen for its flexibility, and on the frequency of complaints about user flexibility post-implementation.

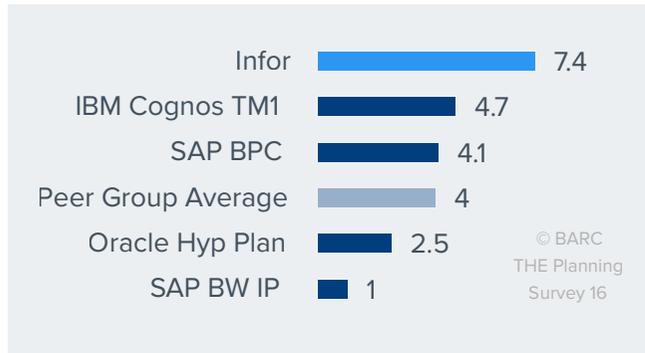


Self-service

Self-service – Top ranked



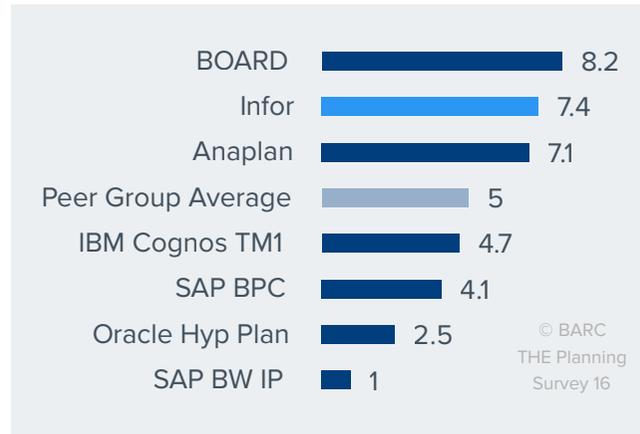
Peer group: software generalists



Self-service – Leader



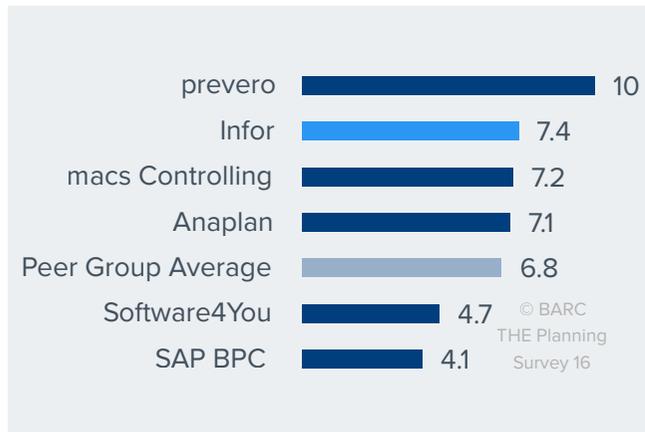
Peer Group: global vendors



Self-service – Leader



Peer group: flexible planning solutions



Self-service*



Viewpoint

The 'self-service' KPI is based on how many sites currently use self-service planning in business departments and how often the product was chosen for its ease of use for planners. The results show that self-service planning in business departments is one of Infor's key strengths along with ease of use. In all of its peer groups, Infor has at least a leading rank, winning the 'software generalists' peer group. Tech savvy and trained business power users can achieve many different things with the platform, including self-service development of various BI and planning applications in an Excel-like environment, adapting existing reports or creating their own dashboards out of different widgets using drag and drop.

* Based on how many sites currently use self-service planning in business departments and how often the product was chosen for its ease of use for planners.

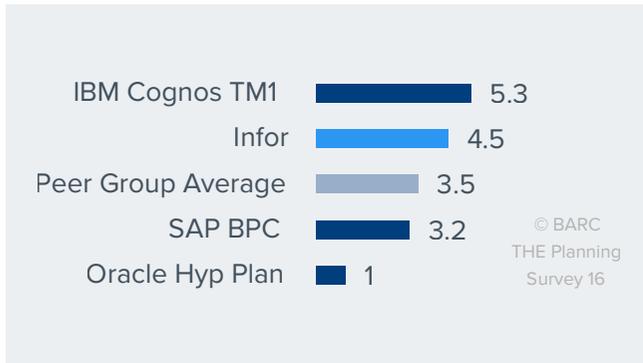


Agility

Agility – Leader



Peer group: software generalists



Agility*



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Viewpoint

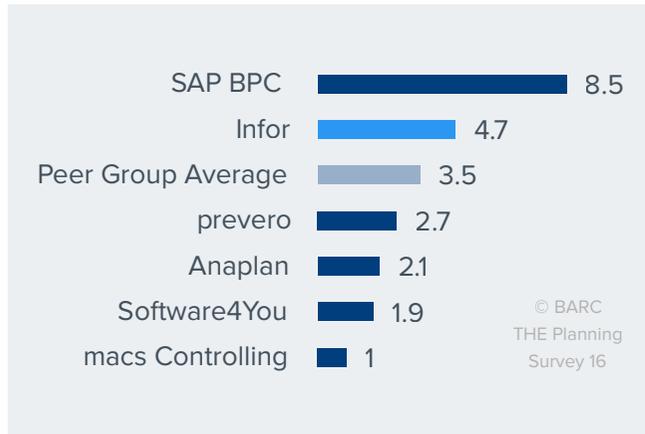
Agility combines the ‘flexibility’, ‘project length’ and ‘self-service’ KPIs. Infor’s good result in this KPI points to faster and better results in projects with this product, ultimately leading to greater business benefits. Infor is considered to be a leader in terms of ‘agility’ in the ‘software generalists’ peer group.

* Combines the ‘Project length’, ‘Self-service’ and ‘Flexibility for users’ KPIs.

Considered for purchase – Leader



Peer group: flexible planning solutions



Considered for purchase*



Viewpoint

Infor does a good job in upselling its BI solutions to its existing ERP, CRM and SCM customer base. In the past, Infor acquired popular ERP products such as Baan, Mapics and Lawson, which are all used by large corporations worldwide and offer great potential for selling the vendor's BI products on top. Indeed, Infor's activities in the BI and planning markets have historically been rather limited to this approach, focusing strongly on existing customers. However, the vendor now claims that only 30-40 percent of current Infor BI customers are also Infor ERP, CRM, SCM customers, indicating that more organizations are now considering Infor BI solutions in their software evaluation projects.

* Based on whether respondents considered purchasing the product.

Competitive win rate – Top ranked



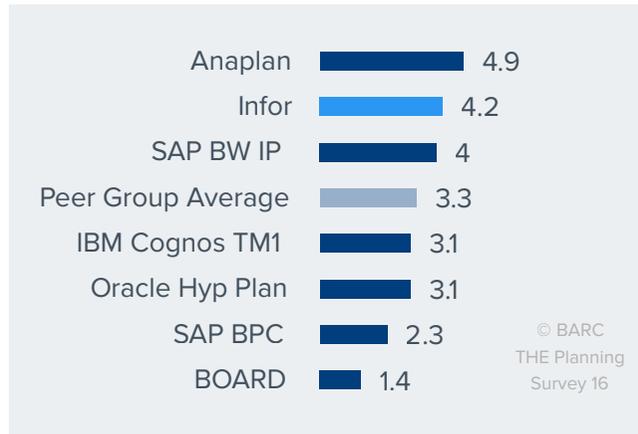
Peer group: software generalists



Competitive win rate – Leader



Peer Group: global vendors



Competitive win rate*



Viewpoint

Based on the percentage of wins in competitive evaluations, we calculate the win rate for products chosen by organizations that have evaluated at least one other product. Infor performs quite well in competes, reflecting good work from its sales team. Not only is Infor regularly considered for purchase, but it also seems to win many of these companies as customers.

* Based on the percentage of wins in competitive evaluations.

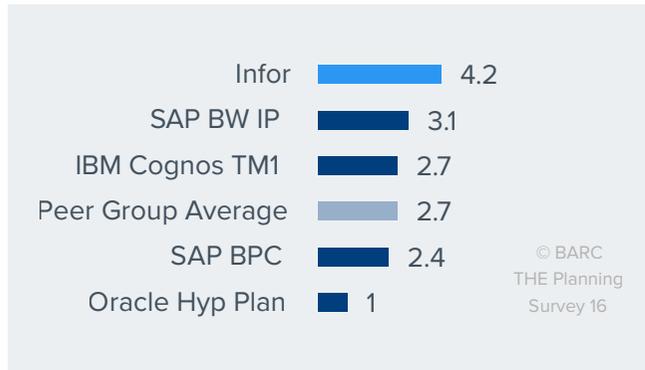


Price-to-value

Price-to-value – Top ranked



Peer group: software generalists



Price-to-value*



Viewpoint

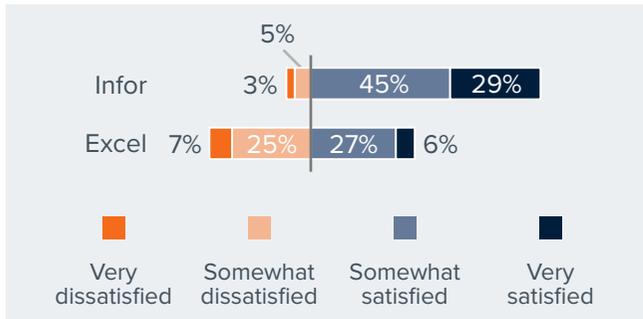
Infor is top ranked for price-to-value in the 'software generalists' peer group. Compared to other rather expensive rival products from the likes of SAP, IBM and Oracle, Infor users have a good price-to-value perception of the product, which offers comprehensive functionality at an attractive price point. Infor BI is licensed using a named user concept, which was simplified in early 2014.

* Based on how users rate their BI tool in terms of price-to-value.



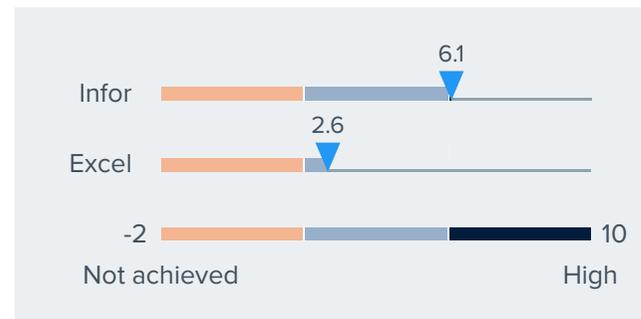
Degree of satisfaction**

n=38264



Business Benefits Index*

n=38/275



Comment

Excel remains the most widely used BI and planning product in the world. However, many users and companies are dissatisfied with it. Whereas only 33 percent are “somewhat satisfied” or “very satisfied” with Excel, 74 percent of Infor’s customers are somewhat or very satisfied with their BI and planning product. Business benefits like improved integration of planning with reporting/analysis, increased transparency of planning, more precise/detailed planning, increased planning frequency/faster planning and better quality of planning results are regularly achieved with Infor, leading to a higher level of business benefits than that reached by Excel users.

* For 12 potential benefits, respondents are asked to indicate the level of achievement, if any, with five levels.

** Not showing the neutral category

BARC is a leading enterprise software industry analyst and consulting firm delivering information to more than 1,000 customers each year. Major companies, government agencies and financial institutions rely on BARC's expertise in software selection, consulting and IT strategy projects.

For over twenty years, BARC has specialized in core research areas including Data Management (DM), Business Intelligence (BI), Customer Relationship Management (CRM) and Enterprise Content Management (ECM).

BARC's expertise is underpinned by a continuous program of market research, analysis and a series of product comparison studies to maintain a detailed and up-to-date understanding of the most important software vendors and products, as well as the latest market trends and developments.

BARC research focuses on helping companies find the right software solutions to align with their business goals. It includes evaluations of the leading vendors and products using methodologies that enable our clients to easily draw comparisons and reach a software selection decision with confidence. BARC also publishes insights into market trends and developments, and dispenses proven best practice advice.

BARC consulting can help you find the most reliable and cost effective products to meet your specific requirements, guaranteeing a fast return on your investment. Neutrality and competency are the two cornerstones of BARC's approach to consulting. BARC also offers technical architecture reviews and coaching and advice on developing a software strategy for your organization, as well as helping software vendors with their product and market strategy.

BARC organizes regular conferences and seminars on Business Intelligence, Enterprise Content Management and Customer Relationship Management software. Vendors and IT decision-makers meet to discuss the latest product updates and market trends, and take advantage of valuable networking opportunities.

Along with CXP and Pierre Audoin Consultants (PAC), BARC forms part of the CXP Group – the leading European IT research and consulting firm with 140 staff in eight countries including the UK, France, Germany, Austria and Switzerland. CXP and PAC complement BARC's expertise in software markets with their extensive knowledge of technology for IT Service Management, HR and ERP.

Other Surveys

BARC research reports bring transparency to the market



The BI Survey 15 is the world's largest annual survey of BI users. Based on a sample of over 3,000 survey responses, it offers an unsurpassed level of user feedback on 35 leading BI products.



The BARC **Big Data Use Cases** Survey explores the usage of big data in companies worldwide. 559 business and IT decision-makers completed the survey in the first quarter of 2015.



The new **BI Trend Monitor 2016** from BARC reflects on the trends currently driving the BI and data management market from a users' perspective. We asked close to 2,800 users, consultants and vendors for their views on the most important BI trends.

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